

MARSHALL COUNTY E 9-1-1 SYSTEM NARRATIVE STATEMENT

The address of the PSAP for the Marshall County E 9-1-1 system will be:

Marshall County Jail
520 Sixth Street
Lacon, Illinois 61540

The address of the backup PSAP for the Marshall County E 9-1-1 system will be:

Woodford County Communications
111 East Court Street
Eureka IL 61530

LOCATION, OPERATION AND SECURITY

The primary Marshall County E 9-1-1 PSAP will be located in the second floor communications center within the Marshall County Jail. This facility will be a two-position center operating 24 hours a day, 7 days a week, 365 days a year. There will be one primary call taking position and one supervisory/overflow position at this PSAP. These call taking positions will be fully redundant. All radio traffic and telephone communications will be recorded 24 hours a day. The primary PSAP will use a Dynamic Instruments Model DI-936PRO 24 Channel recorder with magneto-optical drive. The Optical Recording Disks will be stored in a secure area for a minimum of 30 days before reuse. Positron Industries will be the Answering Point/CAD equipment provider for this PSAP. The PSAP will have four (4) 9-1-1 trunks, plus additional emergency and non-emergency administrative phone lines including at least one non-published phone line for use of the 9-1-1 call takers for outgoing calls.

The responsibility of this communication center falls under the Marshall County Emergency Telephone System Board and will be supervised by the Marshall County ETSB's 9-1-1 Coordinator. Security measures have been taken for this PSAP. The entrance to the PSAP is through a locked and secure steel door from the second floor hallway. This door is controlled by electronic lock and a video monitors will allow the telecommunicators to view the entrance to the facility.

The backup Marshall County E 9-1-1 PSAP will be located in the E 9-1-1 Center of the Woodford County Emergency Telephone System Board. The facility is located in the Woodford County Sheriff's Department at 11 East Court in Eureka, Illinois. It operates 24 hours a day, 7 days a week, 365 days a year. All radio and telephone communications will be recorded 24 hours a day. The tapes will be kept in a secure area for a minimum of 30 days before being used again. This PSAP will have three 9-1-1 trunks plus administrative and emergency telephone lines. The responsibility for this communications center falls under the Woodford County ETSB.

If in the event of an emergency it becomes necessary to activate the backup PSAP, the facility is equipped with all the two-way radio frequencies necessary to dispatch 9-1-1 calls in the event the primary PSAP is unable to do so. Also, provisions have been made with Gallatin River Communications to insure that any 9-1-1 call arriving at the primary PSAP that is not answered within 3 rings will automatically transfer to the backup PSAP.

The Marshall County Enhanced 9-1-1 system will not utilize secondary PSAPs.

PSAP INFORMATION

The primary PSAP will be equipped with Positron Life-Line Computerized call taking system and Positron ANI/ALI controllers. There will be two console positions at the primary PSAP. One of these positions will be the primary call taking position and the second will be a supervisory/overflow position. These console positions will be fully redundant. The Woodford PSAP utilizes compatible call taking equipment and ANI/ALI controllers. A logging printer will be available at each facility. Each PSAP will maintain a log of operations of the 9-1-1 systems in the computer for at least one year. All records can be printed out from the computer and made available to the Illinois Commerce Commission upon request.

The Marshall County E 9-1-1 system will be operable at all times, if one site is down for any reason the other PSAP will automatically pick up the 9-1-1 calls. All 9-1-1 calls will be answered and handled without preference to the location of the caller. The 9-1-1 circuits will be arranged for one-way incoming service to the PSAP. The incoming calls will have both audible and visual signals. Each PSAP will have administrative and emergency lines other than the 9-1-1 trunk lines.

Both the primary and backup PSAPs will be equipped with TTY/TDD capability (telecommunications devices for the deaf/mute) at each position. In the event of a position failure, TTY/TDD calls may be handled from another position. The Positron ANI/ALI system is designed to automatically detect TTY/TDD calls.

Positron Public Safety Systems, the vendor for the Marshall County E 9-1-1 call taking equipment, will provide extensive training for our telecommunicators in the use of our computerized call taking equipment including TTY/TDD operation prior to the system going on line. The training will be hands on at our PSAP using the actual equipment handling our system.

Emergency power is supplied to both the primary and backup PSAPs by generator sets installed on the premises. The main PSAP utilizes a 40KW natural gas powered generator that will automatically activate if power to the PSAP is interrupted for more than 4 seconds. In addition, all equipment critical to 9-1-1 call taking procedures is supported by UPS equipment capable of supporting the equipment for a minimum of 4 hours.

CELLULAR PHONES

Cellular One and Illinois Valley Cellular 9-1-1 calls are currently being handled by the Illinois State Police communications centers in LaSalle and Peoria Illinois. These cellular callers may reach the communications center by dialing 9-1-1 on their cellular phones. Any 9-1-1 calls received from cellular phones operating in the jurisdiction of the Marshall County E 9-1-1 system will be transferred to the Marshall County PSAP by ISP call takers.

RADIO/TELECOMMUNICATIONS

The Marshall County ETSB will utilize the VHF repeater frequencies in Marshall County. The VHF system will be used for law enforcement, fire and EMS dispatch. Where emergency agencies are not capable of receiving the calls via the VHF system, their 9-1-1 calls will be transferred to them using a one-button transfer. The law enforcement, fire and EMS agencies will maintain non-emergency, 7-digit telephone numbers for the referral of any non-emergency calls.

DISPATCHING PROCEDURES

Law enforcement agencies in Marshall County will be dispatched via the designated VHF repeater frequency. Fire departments and EMS agencies will be dispatched by voice pagers over the VHF frequency when they have the necessary equipment, otherwise by one button-transfer to their emergency telephone number as provided for in their participating agency agreements.

TERRITORY COVERED

The Marshall County E9-1-1 System will cover all residents of Marshall County plus 24 residents of northern Woodford County having 246-XXXX telephone numbers and not currently served by a 9-1-1 system and 70 residents of western LaSalle County served by the Wenona Fire Department and having 853-XXXX telephone numbers who currently are not served by a 9-1-1 system.

Approximately 12 active lines in the Minonk area of Marshall County living in the 309 432-XXXX exchange currently receive 9-1-1 service from Woodford County. We currently have an intergovernmental agree with Woodford County to continue to provide that service if approved by the Commission. The same situation applies to 123 active lines in the Washburn area of Marshall County and again we propose to opt those numbers out to Woodford County for service.

A signed, intergovernmental agreement between the Marshall County ETSB and the Woodford County ETSB is included at the end of this narrative.

All residents of the Marshall County 9-1-1 System will be served by law enforcement, fire and EMS. All of our participating agencies have signed agreements (see exhibits 8 & 9 to cover areas outside their normal territory or jurisdiction if dispatched by Marshall County 9-1-1.)

RURAL ADDRESSING

All rural residents of Marshall County have been assigned addresses based on the County Highway grid system. The numbers begin at "0" in the southwest corner of the county and number to the north and east by grid. Those roads which do not fall in line with the grid system or which travel an angle covering more than one grid have been assigned a street name. In addition, the Marshall County Board has passed an addressing ordinance (copy included under Resolution tab of this document) requiring proper posting of the assigned addresses. All new addresses have been approved by the United States Postal Service and the residents have been notified of their new address. At the request of the Marshall County ETSB, the Marshall County Board has passed an addressing ordinance to assure proper implementation and display of the new numbering system. (See copy under Resolution tab of this application).

E 9-1-1 DATABASE

The database for the Marshall County Enhanced 9-1-1 will be located at the Marshall County PSAP and also at Gallatin River Communications in Pekin, Illinois. Gallatin River is our lead telco and as such will maintain the database at their facility and upload to our PSAP daily. A fully redundant system (a main ALI computer and a backup computer in case of failure of the main computer) provided by Positron Industries will provide ALI information for each call. The database will be updated daily by Gallatin River Communications, Marshall County's lead telephone company. In addition, a survey of county residents will be conducted by the Marshall County ETSB prior to going live with the system and pertinent information collected from the residents will be included in the database with maintenance done as needed by the 9-1-1 Coordinator.

SELECTIVE ROUTER

The selective router for the Marshall County E 9-1-1 system is being provided by Gallatin River Communications, the local exchange carrier via tariffed rates. Gallatin River uses a DMS Selective Router. Its features include: ANI, Default Routing by Trunk (prefix/exchange), abandon call ANI delivery, call transfer on no answer to alternate PSAP, idle tone, abandon call tone on disconnect, forced disconnect, incoming call transfer, speed calling (2 digit), transfer key - reroute incoming calls to Alternate PSAP with manual key, software upgrades, redundancy, Gallatin River maintenance, possible to reroute calls to Alternate PSAP.

E.T.S.B.

The Marshall County Emergency Telephone System Board consists of seven members appointed by the Chairman of the County Board of Marshall County, Illinois with the advice and consent of the County Board. Said members of the MCETSB consist of a Marshall County Board Member, a representative of Marshall County Law Enforcement, a representative of the fire service, a representative of the EMS service, representative of the Emergency Services and Disaster Agency, a member at large appointed in the basis of their ability and experience and an additional representative of the emergency services agencies of Marshall County.

Members of the Board shall serve without compensation, but shall be reimbursed for their actual and necessary expenses. Members shall serve four-year terms. Appointments to fill vacancies on the Board shall be in the manner as prescribed above.

The present ETSB members are:

Chairman, Donald Carson –Marshall County ESDA	Term Expires Dec – 2003
Vice Chairman, Jerry Faw – Toluca Fire Department	Term Expires Dec - 2000
Secretary, Ray Allen – Wyoming Fire Department	Term Expires Dec - 2000
Treasurer, Sheryl “Chip” Webster – Marshall County Sheriff	Term Expires Dec - 2001
Ken Williamson – at large member	Term Expires Dec. - 2002
Matt Zults – Wenona Ambulance Service	Term Expires Dec - 2003
Don Scrivner – Marshall County Board Member	Term Expires Dec - 2001

TELEPHONE COMPANIES

The following Telephone Companies and their exchanges and prefixes are included in the Marshall County 9-1-1 System.

TELEPHONE COMPANY	EXCHANGE	AREA CODE	PREFIXES
Galatin River Communications	Lacon	(309)	246
GTE Telephone	Henry	(309)	364
	Sparland	(309)	469
	Varna	(309)	463
	LaRose	(309)	399
	Toluca	(815)	452
	Wenona	(815)	853
	Camp Grove	(309)	493
	Rutland	(309)	863
	Chillicothe	(309)	274
	Edelstein	(309)	249
	Wyoming	(309)	691
	Washburn	(815)	248
	Speer	(309)	286
	Magnolia	(815)	869

COST

The initial cost of the Marshall County E9-1-1 System will be approximately \$436,500. The system will be paid for with funds received from a 9-1-1 surcharge of up to \$2.60 per month, which was approved by the voters in April of 1997. Collection of the surcharge began in August of 1997. Cost for the Marshall County 9-1-1 system includes: Telephone Company Trunking Charges - \$30,000; Enhanced 9-1-1 Phone Answering and Dispatch equipment - \$90,500; Logging recorders - \$25,000; Radio Communications Equipment - \$33,000; Console Furniture - \$10,000; Training - \$6,000; Mapping/Addressing \$20,000; Salaries - \$150,000, Building remodeling - \$30,000; Database ANI/ALI equipment - \$30,000; Auxiliary Power (Generator) \$15,000; other Administrative expenses and capital outlay - \$25,000.

Revision 2 - 05-31-00

**Intergovernmental Agreement Between The Woodford County Emergency Telephone
System Board and the Marshall County Emergency Telephone System Board for
Enhanced 9-1-1 Emergency Telephone Service**

This agreement is made between the Marshall County Emergency Telephone System Board herein after referred to as MCETSB and the Woodford County Emergency Telephone System Board herein after referred to as Wood Com for the purpose of providing back-up facilities for the Marshall County Enhanced 9-1-1 system.

Whereas, The Marshall County Emergency Telephone System Board has applied to the Illinois Commerce Commission for authorization to operate an Enhanced 9-1-1 system to serve the residents of Marshall County, Illinois; and

Whereas, the Illinois Commerce Commission requires the MCETSB to provide a contingency plan for continued operation of the Marshall County E 9-1-1 system in the event of loss of use of the system's main PSAP facilities in Lacon, Illinois; and

Whereas, such contingency plan must include providing a separate facility in another location to be used as a back-up PSAP should the main PSAP fail; and

Whereas, Wood Com is willing to provide such a back-up facility at their main PSAP facility in Eureka, Illinois;

Now therefore be it resolved that the Marshall County Emergency Telephone System Board and the Woodford County Emergency Telephone System Board hereby enter into an agreement providing for a back-up PSAP facility for the Marshall County Enhanced 9-1-1 system

Be it further resolved that the Woodford County Emergency Telephone System Board will incur no expense as a result of implementation of this agreement.

The final implementation of this agreement is subject to the following:

1. Approval by the MCETSB and its legal counsel.
2. Approval by Wood Com and its legal counsel.
3. Approval by the Illinois Commerce Commission.

The MCETSB and Wood Com agree to keep all records, times, and places of all calls received in their 9-1-1 call taking centers. All records will be available to all participants of either 9-1-1 System.

Marshall County ETSB

By: Donald W. Carson

Title: Chairman

Date: 3/14/00

Woodford County ETSB

By: Robert Peterson

Title: Chairman

Date: 4/14/00

**Intergovernmental Agreement Between The Woodford County Emergency Telephone
System Board and the Marshall County Emergency Telephone System Board for
Enhanced 9-1-1 Emergency Telephone Service**

This agreement is made between the Marshall County Emergency Telephone System Board herein after referred to as MCETSB and the Woodford County Emergency Telephone System Board herein after referred to as Wood Com for the purpose of effective handling and routing of 9-1-1 Emergency calls.

1. There are approximately twelve (12) +/- customers residing within Marshall County that receive telephone service from the Minonk end office of GTE Telephone Company. Those customers currently receive 9-1-1 service from Wood Com. Under terms of this agreement, that arrangement would continue.
2. There are approximately twelve (12) +/- customers residing in Woodford County that receive telephone service from the Lacon end office of Gallatin River Communications. Those customers currently do not receive 9-1-1 service. Under terms of this agreement, those customers would receive 9-1-1 service from MCETSB when MCETSB commences 9-1-1 service on or about 15 June 2000.
3. There are currently approximately one hundred sixty (160) +/- customers residing in Marshall County that receive telephone service from the LaRose end office of GTE Telephone Company. Those customers currently receive 9-1-1 service from Wood Com. Under terms of this agreement those customers will be routed to the MCETSB when MCETSB commences 9-1-1 service on or about 15 June 2000.
4. There are currently approximately two hundred twenty-eight (228) +/- customers residing in Marshall County that receive telephone service from the Washburn end office of GTE Telephone Company. Those customers currently either receive 9-1-1 service from Wood Com or do not receive 9-1-1 service. Under terms of this agreement those customers will receive service from Wood Com until such time as GTE Telephone Company has the capability to selectively route those customers to the MCETSB.
5. Both Wood Com and MCETSB will continue to collect the allowed telephone surcharge from the customers residing in their respective territories and no funds will exchange as a result of this agreement.
6. Police, fire and ambulance services for the customers mentioned above in this agreement will be assigned according to Emergency Service Numbers (ESN) to assure response by the proper agency.
7. The final implementation of this agreement is subject to the following:
 1. Approval by the MCETSB and its legal counsel.
 2. Approval by Wood Com and its legal counsel.
 3. Approval by the Illinois Commerce Commission.

The MCETSB and Wood Com agree to keep all records, times, and places of all calls received in their 9-1-1 call taking centers. All records will be available to all participants of either 9-1-1 System.

Marshall County ETSB

By: Donald W. Carson

Donald W. Carson

Title: Chairman

Date: 12/14/1999

Woodford County ETSB

By: Robert Peterson

Robert Peterson

Title: Chairman

Date: 1-5-2000